

AMENDMENTS TO THE CLAIMS

1. (Currently Amended) A method for forwarding messages, comprising:

monitoring locations of responses to incoming messages along with the time of day and day of week;

storing each response along the associated time of day and day of week in a database;

performing a statistical trend analysis on a user basis to determine a probability of contacting the user for a given time of day and day of week at a given location;

storing in a trend analysis table the result of the statistical trend analysis performed,
wherein said results are stored in order of probability from highest to lowest; [[and]]

transferring incoming messages to a location in the trend analysis table with the highest probability of contacting the user; and

if the transfer is unsuccessful, transferring to a next highest probability contact point for the user, wherein said trend analysis table further comprises a user override location that indicates probabilities of successful contact for each location are to be ignored and the override location is to be used for contact.
2. (Original) The method recited in claim 1, wherein said trend analysis table comprises a user identification, a plurality of times of day and days of week with locations of contact and probabilities of successful contact associated with each location.
3. (Cancelled).

4. (Previously Presented) The method recited in claim 1, wherein the incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.

5. (Original) The method recited in claim 4, further comprising:
checking the user override location in the trend analysis table; and
transmitting the incoming message to the user override location when set.

6. (Original) The method recited in claim 4, further comprising:
contacting the user at the location with the highest probability of successful contact associated with the location;
contacting the user at the location with the second highest probability of success when unable to contact the user at the location with the highest probability of success.

7. (Currently Amended) A system for forwarding messages, comprising:
a server comprising a computer storage medium;
a monitoring module stored on the computer storage medium to monitor responses by users to messages received and store a location of the response with a time stamp in a database;
a trend analysis module stored on the computer storage medium to perform a statistical probability analysis on the location and time stamp data in the database and determine the probability of contacting a user at each of a plurality of locations for a given time of day and

storing the probability of contacting the user at each of a plurality of locations in a trend analysis

table, wherein said results are stored in order of probability from highest to lowest; and

a forwarding module stored on the computer storage medium to receive an incoming message and forward the incoming message to a location with the highest probability of

contacting the user as designated in the trend analysis table, wherein said trend analysis table further comprises a user override location that indicates probabilities of successful contact for

each location are to be ignored and the override location is to be used for contact, and wherein if the transfer is unsuccessful, forwarding to a next highest probability contact point for the user.

8. (Original) The system recited in claim 7, wherein the database further comprises:

a trend analysis table having a user identification, a plurality of times of day and days of week with locations of contact and probabilities of successful contact associated with each location.

9. (Cancelled).

10. (Previously Presented) The system recited in claim 7, wherein the responses monitored by the monitoring module are provided in response to incoming messages, said incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.

11. (Original) The system recited in claim 10, wherein the forwarding module checks an override location specified by a user and forwards all incoming messages to the override location.

12. (Previously Presented) The system recited in claim 10, wherein the forwarding module will attempt to contact the user at the location in the trend analysis table with the highest probability of contact and proceed to contact the user at the location with the second highest probability of contact when the contacting the user at the location with the highest probability of contact fails.

13. (Currently Amended) An article of manufacture comprising a computer-readable medium having stored thereon instructions to be executed by a processor, the instructions which, when executed, cause the processor to perform a method of forwarding messages, said method comprising::

monitoring locations of responses to incoming messages along with the time of day and day of week;

storing each response along the associated time of day and day of week in a database;

performing a statistical trend analysis on a user basis to determine a probability of contacting the user for a given time of day and day of week at a given location;

storing in a trend analysis table the result of the statistical trend analysis performed,

wherein said results are stored in order of probability from highest to lowest; [[and]]

transferring incoming messages to a location in the trend analysis table with the highest probability of contacting the user; and
if the transfer is unsuccessful, transferring to a next highest probability contact point for the user, wherein said trend analysis table further comprises a user override location that indicates probabilities of successful contact for each location are to be ignored and the override location is to be used for contact.

14. (Previously Presented) The article of manufacture recited in claim 13, wherein said trend analysis table comprises a user identification, a plurality of times of day and days of week with locations of contact and probabilities of successful contact associated with each location.

15. (Cancelled).

16. (Previously Presented) The article of manufacture recited in claim 13, wherein the incoming messages and responses are from PSTN telephone, cellular telephone, pager, fax, voice mail, e-mail or other voice or digital communication format.

17. (Previously Presented) The article of manufacture recited in claim 16, further comprising:

checking the user override location in the trend analysis table; and
transmitting the incoming message to the user override location when set.

18. (Previously Presented) The article of manufacture recited in claim 16, further comprising:

contacting the user at the location with the highest probability of successful contact associated with the location;

contacting the user at the location with the second highest probability of success when unable to contact the user at the location with the highest probability of success.